



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

3627  
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BD  
08-77

In re Application of )  
Toshihiro ITO et al )  
Appln. No. : 09/863,023 )  
Filed : May 23, 2003 )  
For : METHOD AND SYSTEM FOR )  
SUPERVISING AND SUPPORTING )  
CUSTOMER SERVICES OFFERED )  
TO A .....NETWORK )

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

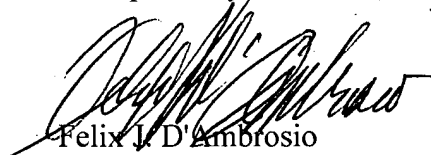
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Sir:

Pursuant to the provisions of 37 CFR 1.97 and 1.98, submitted herewith are copies of the art cited in the European Search Report.

The presentation of these documents is made solely for the purpose of giving the Patent and Trademark Office Examiner an opportunity to make an independent review of the disclosure of the present application in the course of his examination. No representation of any nature is made or intended by this presentation.

Respectfully submitted,

  
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July 29, 2003

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